



# Cancellation Guidelines

**Event Date:** October 16<sup>th</sup>, 2024

**Registration opens:** January 8<sup>th</sup>, 2024

**Registration closes:** October 2<sup>nd</sup>, 2024

We are looking forward to gathering with you in Knoxville, and we plan to do so with the health, safety, and well-being in mind of all who attend.

## Payment

The participant's cost center will be collected prior to the conference and charged after the event via internal transfer. If the participant withdraws from the event, the cost center will be charged as detailed below.

## Cancellation Dates

The participant's cost center will not be charged if cancellation is made on or before **September 20<sup>th</sup>, 2024**.

The participant's cost center will be charged 50% of the conference rate if cancellation is made between **September 21<sup>st</sup>, 2024, and October 2<sup>nd</sup>, 2024**.

The participant's cost center will be charged 100% of the conference rate if the cancellation is made on or after **October 3<sup>rd</sup>, 2024**.

In the event UT System Human Resources, Employee and Organizational Development cancels the conference due to unforeseen circumstances, EOD will refund the cost of registration.

## "Unforeseen Circumstances" Defined

"Unforeseen circumstances" is used to describe an event that is unsuspected and prevents UT System HR, EOD from continuing with the conference. Examples of such circumstances can include, but are not limited to, inclement weather or other natural disasters, site unavailability, technology challenges, presenter absence, and COVID-19 related events.

## COVID-19 Clause

We know uncertainty exists around events in the age of a pandemic. This is our approach to accommodating those who are ill:

If you are unwell, we will offer a cancel-on-the-day refund. **If you are showing COVID-like symptoms, we will offer you a full refund with no questions asked.**